

FIG. 1
(PRIOR ART)

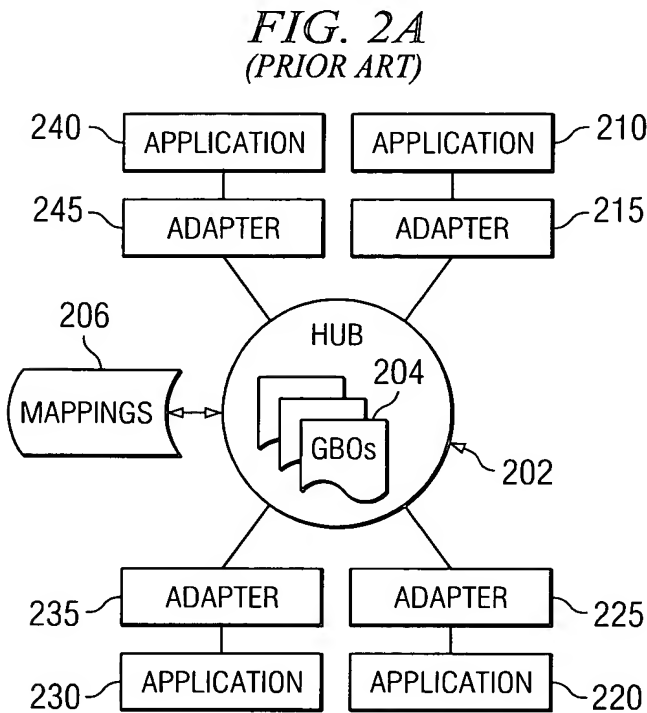


FIG. 2A
(PRIOR ART)

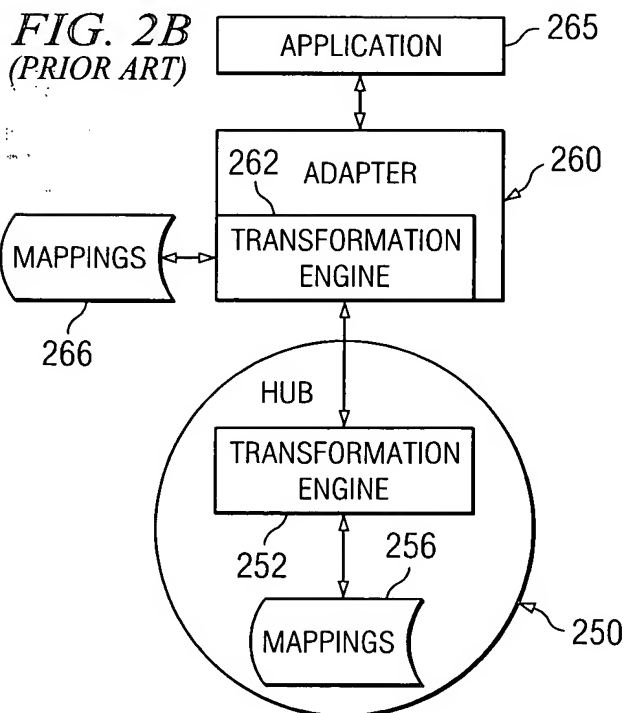


FIG. 2B
(PRIOR ART)

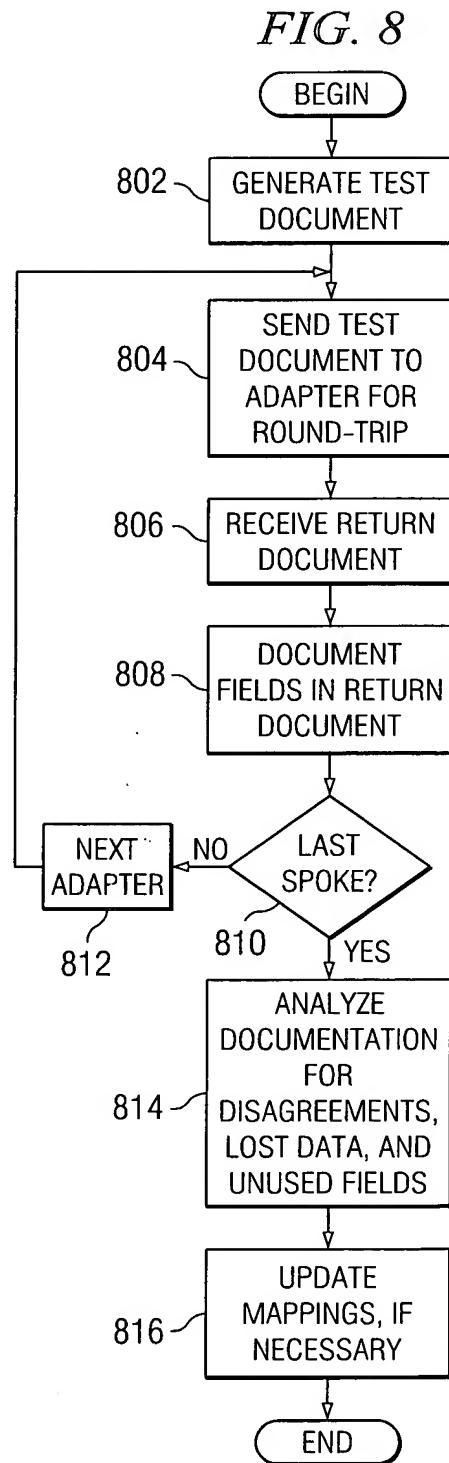
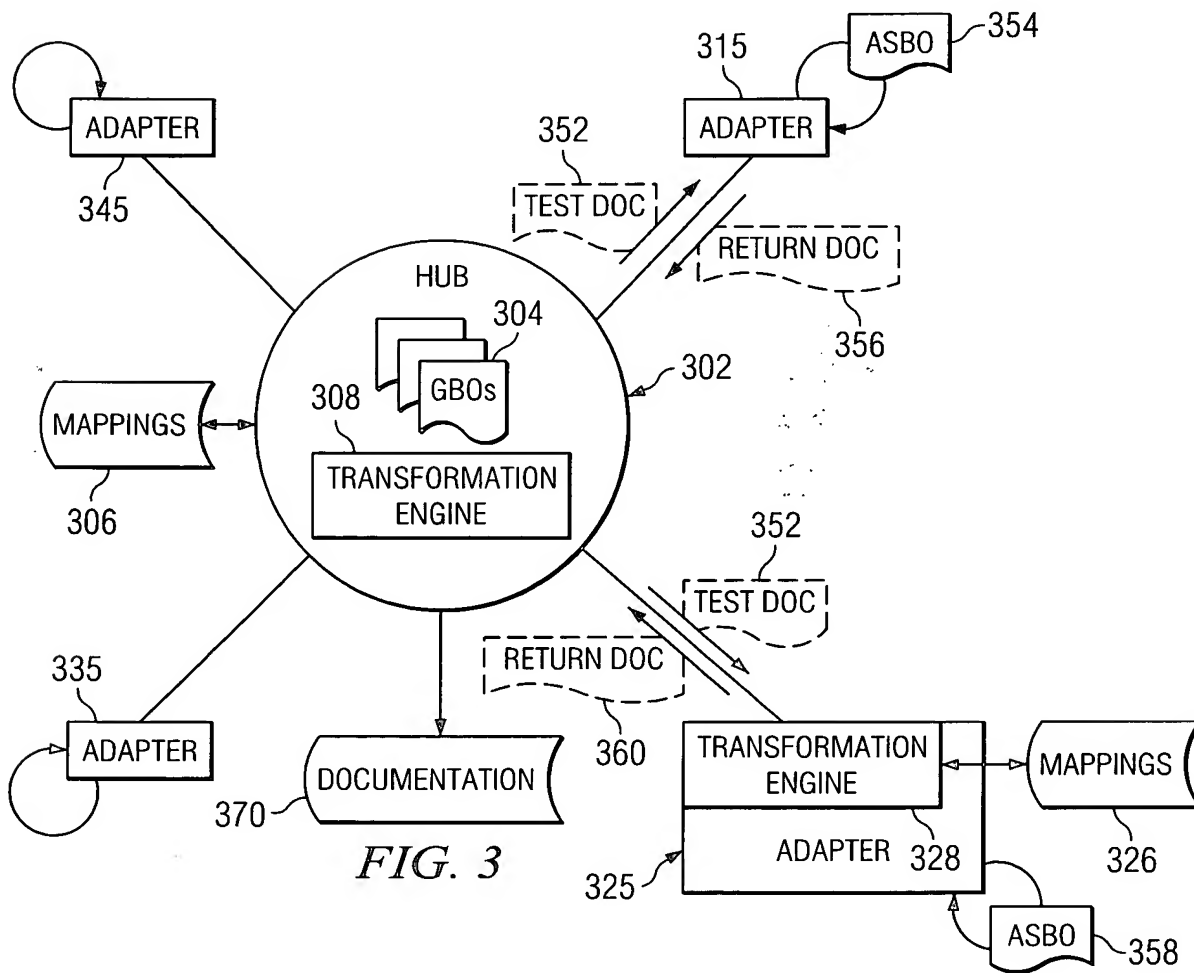
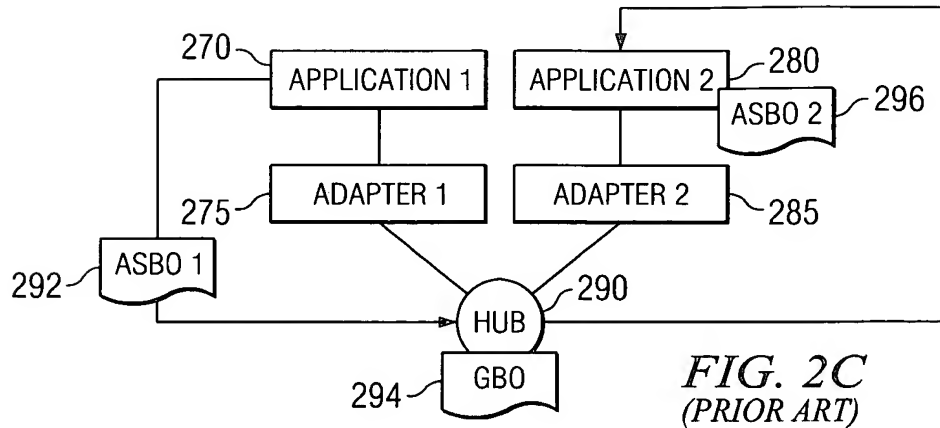


FIG. 8

2/6



3/6

400 *FIG. 4A*

GENERIC BO

ATTRIBUTE	VALUE
FIRST NAME	BOB
MIDDLE INITIAL	K
LAST NAME	VANDELAY
ADDRESS LINE 1	13 DREW ST
ADDRESS LINE 2	APT 1144
ADDRESS LINE 3	
ADDRESS LINE 4	
ZIPCODE	87722
POSTALCODE	
CITY	NEWVILLE
COUNTY	MONTEY
PROVINCE	
STATE	CA
COUNTRY	USA
ACCOUNT NUMBER	877-2221
OPTIONAL FIELD 1	12/3/2004
OPTIONAL FIELD 2	

420 *FIG. 4B*

CRM APPLICATION BO

ATTRIBUTE	VALUE
FIRST NAME	BOB
LAST NAME	VANDELAY
ADDRESS LINE 1	13 DREW ST
ADDRESS LINE 2	APT 1144
ADDRESS LINE 3	87722
ADDRESS LINE 4	NEWVILLE, CA
LAST CALL DATE	12/3/2004
LAST CALL TIME	13:47
LAST CALL REP	382

430

FIG. 4C

BILLING APPLICATION BO

ATTRIBUTE	VALUE
NAME	BOB K VANDELAY
ADDRESS	13 DREW ST; APT 1144; 87722; NEWVILLE; CA
ACCOUNT NUMBER	877-2221
LAST BILL AMOUNT	17:54

4/6

450 *FIG. 4D*
MAPPINGS

GBO FIELD	ASBO FIELD
FIRST NAME; MIDDLE INITIAL; LAST NAME	NAME
ADDRESS LINE 1; ADDRESS LINE 2; ADDRESS LINE 3	ADDRESS
CITY	CITY
STATE	STATE
ZIPCODE	ZIPCODE
COUNTY	COUNTY
COUNTRY	COUNTRY
ACCOUNT NUMBER	ACCOUNT NUMBER
OPTIONAL FIELD 1	LAST CALL DATE
OPTIONAL FIELD 2	LAST CALL TIME
OPTIONAL FIELD 3	LAST CALL REP

500 *FIG. 5A*
TEST DOCUMENT

ATTRIBUTE	VALUE
FIRST NAME	BOB
MIDDLE INITIAL	K
LAST NAME	VANDELAY
ADDRESS LINE 1	13 DREW ST
ADDRESS LINE 2	APT 1144
ADDRESS LINE 3	N/A
ADDRESS LINE 4	N/A
ZIPCODE	87722
POSTALCODE	N/A
CITY	NEWVILLE
COUNTY	MONTEY
PROVINCE	N/A
STATE	CA
COUNTRY	USA
ACCOUNT NUMBER	877-2221
OPTIONAL FIELD 1	12/3/2004
OPTIONAL FIELD 2	17:54

FIG. 5B

510

DOCUMENTATION

ATTRIBUTE	VALUE (SPOKE 1)	VALUE (SPOKE 2)	VALUE (SPOKE 3)	VALUE (SPOKE 4)
FIRST NAME	BOB K VANDELAY	BOB	BOB	BOB
MIDDLE INITIAL		K	K	K
LAST NAME		VANDELAY	VANDELAY	VANDELAY
ADDRESS LINE 1	13 DREW ST	13 DREW ST	13 DREW ST	13 DREW ST
ADDRESS LINE 2	APT 1144	APT 1144	APT 1144	APT 1144
ADDRESS LINE 3		87722		N/A
ADDRESS LINE 4				
ZIPCODE	87722		87722	87722
POSTALCODE	9999		9999	9999
CITY	NEWVILLE	NEWVILLE	NEWVILLE	NEWVILLE
COUNTY			MONTEY	MONTEY
PROVINCE	N/A	N/A	N/A	N/A
STATE	CA	CA	CA	CA
COUNTRY	USA		USA	USA
ACCOUNT NUMBER	877-2221	877-2221	877-2221	877-2221
OPTIONAL FIELD 1	12/3/2004		N/A	N/A
OPTIONAL FIELD 2		17:54		

